

# INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST Ho Chi Minh City	2. AGENCY State	3a. POSITION NO. 312-29-HC
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☒ Yes 11 ☐ No (pos #N31221/22/23/26/29/31/32/33/34/37/38)

## 4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces  
Position No. \_\_\_\_\_ (Title) \_\_\_\_\_ (Series) \_\_\_\_\_ (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) \_\_\_\_\_

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	Visa Assistant, FSN-1415	8	JLA <i>[Signature]</i>	
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) NIV Visa Assistant	7. NAME OF EMPLOYEE
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8. MISSION Ho Chi Minh City	b. Second Subdivision NIV
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a. First Subdivision CONS	c. Third Subdivision
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9. This is a complete and accurate description of the duties and responsibilities of my position.	10. This is a complete and accurate description of the duties and responsibilities of this position.
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Typed Name and Signature of Employee _____ Date(mm-dd-yy) _____	Typed Name and Signature of Local Supervisor _____ Date(mm-dd-yy) _____
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.
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Sara Michael <i>[Signature]</i> Typed Name and Signature of American Supervisor _____ Date(mm-dd-yy) 3/10/2015	Jamie Armstrong <i>[Signature]</i> Typed Name and Signature of Human Resources Officer _____ Date(mm-dd-yy) 10 MAR 2015
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## 13. BASIC FUNCTION OF POSITION

At this level, the primary role of the jobholder is to screen incoming information and documentation from a variety of sources (public counters, mail, email, host nation government offices, etc.) to track and organize visa requests according to immigration law and consular procedures so that the consular officer can effectively make visa adjudication decisions and ensure that the legal requirements of the application process have been met. Procedures are generally standard and policies are generally clearly defined. The employee receives work tasks according to standard operating procedures and then inputs data into several established processes. This includes printing issued visas and filing and tracking the status of pending cases.

## 14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

1. Applicant intake: The jobholder reviews applications and facilitates the processing of various stages of the process; verifies appointments and the presence of required documents. The jobholder manages the flow of applicants and alerts supervisor of any need for additional resources. Makes preliminary determination of appropriate visa classification, checks SEVS registration and fee payment via the Consular Consolidated Database (CCD), and enters applicant date into the NIV



automated system. The jobholder checks the validity of passports, the quality of photographs, and alerts the Unit Chief in the event of data discrepancies.

The jobholder interacts extensively with applicants. This entails outlining the interview procedure, responding to questions, and capturing fingerprints. The jobholder also retrieves pending visa cases from the files to enable consular officers to resume processing the cases. The jobholder verifies the approval of petition-based work visa applications in the Petition Information Management System (PIMS), as well as assists Legal Permanent Residents seeking visas to complete the paperwork to abandon their residence status.

25%

2. Interview Translation: The jobholder plays a key role in ensuring the efficient flow of the visa interview process. The jobholder must accurately translate the applicants' statements in Vietnamese to the consular officer and vice versa.

When interpreting, the jobholder translates the interview and explains the officer's decision to the applicant, including grounds for refusals when appropriate. Tact and diplomacy are essential. The jobholder must demonstrate a highly professional demeanor while conveying respect and empathy for the applicant. The jobholder also serves as a cultural resource for information on local laws, regulations, customs, and perceptions.

25%

3. Visa Printing and Delivery: The jobholder is responsible for the printing of approved visas, adhering them to passport pages, and coordination with the courier service for delivery. This is a sensitive, detail oriented function, as each visa foil is a controlled item and must be accounted for by the end of each processing day. Print team responsibilities entail operating the NIV printing equipment as well as accounting for visa foils in use and returning unused or misprinted foils to the accountable officer.

The jobholder collects approved applications after adjudication, makes necessary changes in data entry and advises consular officers regarding the status of IAFIS, IDENT, and FR clearances. The jobholder prints and tracks delivery reports, distributes issued visas to the courier service, and follows up with visas reported as undelivered. The jobholder is also called upon to troubleshoot printing equipment when necessary.

25%

4. Data Management: The jobholder is responsible for data management within the NIV section. The data involved can be highly sensitive in nature, including passport information, birth and marriage certificates, employment and educational documents, criminal records, and other personally identifiable information. The data may be used to determine the appropriate visa classification, checking status in SEVIS or PIMS databases, or for other purposes in the adjudication process. The jobholder enters data and personally identifiable information into the NIV system. Data management also includes the handling and subsequent destruction of paper documents containing personally identifiable information about the applicant or his/her family members. Following adjudication by the consular officer, the jobholder maintains files for all cases, sorted by date of application, status, and batch number. The jobholder also scans relevant documents into the NIV system, or to email to other Department offices or agencies such as DHS. Duties also include drafting Security Advisory Opinions for review and transmission by consular officers.

Data management responsibilities also include assisting the Immigrant Visa Unit with data entry and file preparation. In conjunction with officers, the jobholder may participate in validation studies to assess the accuracy of officers' adjudications. In addition, the jobholder assists in the compilation of monthly NIV statistics, as well as maintaining and updating the NIV SharePoint site.

15%

5. General: The NIV Assistant performs other duties not outlined above, and is expected to be familiar with all NIV related aspects of the Foreign Affairs Manual, the Immigration and Nationality act, the Consular Management Handbook. The jobholder must also be familiar with legacy immigration programs specific to Vietnam, including the Orderly Departure Program, Amerasian Program, Humanitarian Program, and Resettlement Opportunities for Vietnamese Returnees in order to advise adjudicating officers. Other duties may include the translation of English language documents into Vietnamese, and vice versa. The jobholder may also act as a translator for public visa presentations and visa webchats.

The jobholder interacts with other sections at post including General Services Office, Management Section, Regional Security Office, Information Resource Management, and the Executive Office. The jobholder is expected to carry out other tasks and associated training as requested or required by the Consul General, Deputy Principal Officer, Consular Chief, NIV Chief, or Consular Officers. These tasks may include translation or logistical assistance during visits of high level officials, large representational events and liaising with relevant Vietnamese officials.

10%



## 15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

- a. Education  
High school diploma required
- b. Prior Work Experience  
The jobholder must have at least two years of administrative and customer service experience, including extensive public contact or closely related work.
- c. Post Entry Training  
The jobholder must complete the intensive visa computer applications training, consular correspondence course PC-102, and advanced individual and group training on visa processing procedures with American and LE Staff supervisors.
- d. Language Proficiency: List both English and host country language(s) by level and specialization.  
The position requires level III English and level IV Vietnamese. The jobholder must have the ability to translate/interpret working level English to Vietnamese and vice versa.
- e. Knowledge  
The jobholder must have knowledge of U.S. immigration laws and regulations, visa processing guidelines and general office management practices, as well as an understanding of the roles played by the Department of State and U.S. Citizen and Immigration Service as they relate to nonimmigrant visa processing. The jobholder must have general knowledge of Vietnamese law as it pertains to marriage, personal property, civil rights and immigration, as well as the educational system, in order to be able to assist consular officers to evaluate documents submitted in support of the visa application.
- f. Skills and Abilities  
The jobholder must be comfortable working in consular computer applications as well as Microsoft Office, including spreadsheet and database applications. The jobholder must have the ability to deal with the public with patience and tact, and to work under pressure. The jobholder must have the ability to apply good judgment in evaluating evidence to apply relatively complex regulations. The jobholder must have excellent organizational, management, communication, and interpersonal skills. The ability to multitask efficiently with a high degree of accuracy in a very demanding work environment is required.

## 16. POSITION ELEMENTS

- a. Supervision Received  
The jobholder receives direct supervision from the NIV LES Team Leader and the NIV Supervisory specialist and receives indirect supervision from the NIV Unit Chief, and NIV consular officers.
- b. Available Guidelines  
The jobholder's responsibilities are outlined in, among others, the Foreign Affairs Manual and consular cables, U.S. Immigration law, NIV Standard Operating Procedures, and the user manuals for NIV computer applications.
- c. Exercise of Judgment  
The jobholder must exercise judgment in the management of workflow, the handling of complex cases, and the recognition of problems and potential problems that must be referred to consular officer.

d. Authority to Make Commitments

None

e. Nature, Level and Purpose of Contacts

The jobholder carries out extensive interaction with the public, member of other units in the Consular Section, and staff from other sections and agencies represented at post, as well as host government agencies or officials.

f. Supervision Exercised

None

g. Time Required to Perform Full Range of Duties after Entry into the Position

One Year